

**AMENDMENTS TO THE SPECIFICATION**

Please replace paragraph [0025] with the following amended paragraph.

*A1*  
[0025] Those skilled in art also understand the central processor 26 is typically a microprocessor. Advanced Micro Devices, Inc., for example, manufactures a full line of ATHLON™ microprocessors (ATHLON™ is a trademark of Advanced Micro Devices, Inc., One AMD Place, P.O. Box 3453, Sunnyvale, California 94088-3453, 408.732.2400, 800.538.8450, [www.amd.com](http://www.amd.com)). The Intel Corporation also manufactures a family of X86 and P86 microprocessors (Intel Corporation, 2200 Mission College Blvd., Santa Clara, California 95052-8119, 408.765.8080, [www.intel.com](http://www.intel.com)). Other microprocessor manufactures include Motorola, Inc. (1303 East Algonquin Road, P.O. Box A3309 Schaumburg, IL 60196, [www.Motorola.com](http://www.Motorola.com)), International Business Machines Corp. (New Orchard Road, Armonk, NY 10504, (914) 499-1900, [www.ibm.com](http://www.ibm.com)), and Transmeta Corp. (3940 Freedom Circle, Santa Clara, CA 95054, [www.transmeta.com](http://www.transmeta.com)). While only one microprocessor is shown, those skilled in the art also recognize multiple processors may be utilized. Those of ordinary skill in the art further understand that the program, processes, methods, and systems described in this patent are not limited to any particular manufacturer's central processor.

*A2*  
[Please replace paragraph [0027] with the following amended paragraph.]

[0027] The operating system 28 is WINDOWS NT® (WINDOWS NT® is a registered trademark of Microsoft Corporation, One Microsoft Way, Redmond WA 98052-6399, 425.882.8080, [www.Microsoft.com](http://www.Microsoft.com)). WINDOWS NT® is preinstalled in the system memory device 24 on the Hewlett Packard 500. Those skilled in the art also recognize many other operating systems are suitable, such as UNIX® (UNIX® is a registered trademark of the Open Source Group, [www.opensource.org](http://www.opensource.org)), Linux, and Mac® OS (Mac® is a registered trademark of Apple Computer, Inc., 1 Infinite Loop, Cupertino, CA 95014, 408.996.1010, [www.apple.com](http://www.apple.com)). Those of skilled in the art again understand that

*A2*  
the program, processes, methods, and systems described in this patent are not limited to any particular operating system.

*A3*  
[Please replace paragraph [0041] with the following amended paragraph.]

[0041] The Proactive Maintenance Application 20, therefore, is very useful for proactively maintaining the local loop of Public Switched Telephone Network. FIG. 5 is a block diagram showing an alternative embodiment of the Proactive Maintenance Application 20. This alternative embodiment is configured for proactively maintaining the local loop (shown as reference numeral 78 in FIG. 4A). The proactive Maintenance Application Database 74 interfaces with other modules to predict and manage proactive maintenance. These modules include an Administrative Module 102, a Dynamic Network Analyzer Module 104, a Loop Facilities and Control System Module 106, a Technician Dispatch Module 108, and a Utilities Module 110. A Loop Engineering Information System module may also be included as shown and as described in U.S. Patent Application Serial No. 09/726,751, filed concurrently herewith, titled "Proactive Maintenance Application" and incorporated herein by reference in its entirety. The Proactive Maintenance Application Database 74, in addition, accepts manually-entered supervisor data 112 and manually-entered technician data 114. Each module and data input provides information for predicting and for managing proactive maintenance procedures. The Proactive Maintenance Application Database 74 acquires and combines all this information. The Proactive Maintenance Application Database 74 predicts, based upon the combined information, what proactive maintenance procedures should be performed to maintain the local loop. The Proactive Maintenance Application Database 74 prioritizes these proactive maintenance procedures. The Proactive Maintenance Application Database then interfaces with the Technician Dispatch Module 108 to generate and to dispatch proactive maintenance work orders. These proactive maintenance work orders are assigned to field service technicians, and the field service technicians perform the predicted proactive maintenance procedures.

Please replace paragraph [0044] with the following amended paragraph.

*A4*  
[0044] The Proactive Maintenance Application 20 may be physically embodied on or in a computer-readable medium. This computer-readable medium includes CD-ROM, DVD, tape, cassette, floppy disk, memory card, and a large-capacity disk (such as IOMEGA® ZIP®, JAZZ®, and other large-capacity memory products) (IOMEGA®, ZIP®, and JAZZ® are registered trademarks of Iomega Corporation, 1821 W. Iomega Way, Roy, Utah 84067, 801.332.1000, [www.iomega.com](http://www.iomega.com)). This computer-readable medium, or media, could be distributed to end-users, licensees, and assignees. These types of computer readable media, and other types not mentioned here but considered within the scope of the present invention, allow the Proactive Maintenance Application to be easily disseminated.

*A5*  
[Please replace paragraph [0052] with the following amended paragraph.]

[0052] FIG. 9 is a functional block diagram of the Technician Dispatch Module 108 shown in FIG. 5. The Technician Dispatch Module 108 not only dispatches proactive maintenance work orders, but the Technician Dispatch Module 108 also tracks field technician proficiencies. Once the Proactive Maintenance Application 20 generates a proactive maintenance work order, the Technician Dispatch Module 108 acquires generated proactive maintenance work order information 126 representing the generated proactive maintenance work order. The Technician Dispatch Module 108 communicates the generated proactive maintenance work order information 126 to a Loop Maintenance Operating System 128. The Loop Maintenance Operating System 128 communicates the generated proactive maintenance work order information 126 to a Tech Access System 130. The Tech Access System 130 is one component of the TELCORDIA™ Work and Force Management Suite of products (TELCORDIA™ is a trademark claimed by Telcordia Technologies, Inc., 445 South St., Morristown, NJ 07960 USA, [www.telcordia.com](http://www.telcordia.com)). The Tech Access System 130 dispatches a work order describing the generated proactive maintenance work order information 126. The Technician

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Dispatch Module 108, in turn, retrieves and communicates work order information 132 from the Loop Maintenance Operating System 128 to the Proactive Maintenance Application Database 74, with the work order information 132 representing a work order ticket number. The Technician Dispatch Module 108 may also retrieve and communicate hourly update information 134 from the Loop Maintenance Operating System 128 to the Proactive Maintenance Application Database 74. The hourly update information 134 represents the status of each work order ticket number.